

SW-04305A-09-0291



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ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      85824

Date: 3/18/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Absey and Judy**

**Bogle**

Account Name:      Absey and Judy Bogle

Home:

Street:

Work:

City:      San Manuel

CBR:

State:      AZ      Zip: 85631

is:

Utility Company:      **Coronado Utilities, Inc.**

Division:      Sewer-water

Contact Name:      Jason Williamson

Contact Phone:

Nature of Complaint:

\*\*\*\*\* SW-04305A-09-0291 \*\*\*\*\*

Customer sent the following -

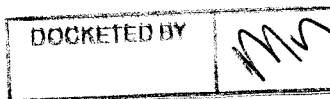
March 15, 2010

Arizona Corporation Commission

**DOCKETED**

MAR 18 2010

Arizona Corporation Commission  
Consumer Services Section  
1299 West Washington  
Phoenix, AZ. 85007



RE: DOCKET NO. SW-04305A-09-0291

To Whom It May Concern:

We are writing in regard to the proposed increase and surcharge plan, proposed by Coronado Utilities.

We are retired, living on a fixed income. The proposed increase will be a hardship on us and on many families in San Manuel. If Coronado is concerned about delinquent accounts now, what will they be with this increase!

We do not understand, why we should be penalized by Coronado Utilities, for customers that do not pay there bills. We seem to be paying a sewer fee higher than a lot of the surrounding communities. The problem of collecting delinquent accounts should not be our problem. A lot of our families have just two people as compared to six or many more in a home. The water usage amount should be taken into consideration.

Coronado's procedure for delinquent notices and control must be similar to there billing system. I have contacted, requested and suggested a way to save just on there postage along. This is a trivial amount

RECEIVED  
2010 MAR 18 P 2:28  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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compared to some, but it shows the way the company does business. Just now it seems to be getting corrected. I thought they had been in business for some time.

We feel it is just bad timing to implement another increase so soon. Hopefully you will review the situation and agree. Thank you for your time and consideration.

Sincerely,

Absey and Judy Bogle

San Manuel, AZ. 85631

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 3/18/2010

**Opinion No.** 2010 - 85824

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